



CATAPULT

SITHACS002

Provide housekeeping services to guests

Table of Contents (Extract)

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This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITHACS002.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/SITHACS002/>

Trainer/assessor guide

SITHACS002

Provide housekeeping services to guests

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests.

The unit applies to housekeeping attendants, porters and concierge staff in commercial accommodation establishments. They work under supervision and usually as part of a team.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Respond to housekeeping requests.....	5
Handling guest requests	5
Confirming details of requests	8
Making apologies.....	10
Agreeing timelines with guests	12
Locating, delivering and picking up items	13
Reporting ongoing required actions	15
Setting up equipment for guests	16
Offering information and advice on services	17
Check your understanding	19
Topic 2: Advise guests on room and housekeeping equipment.	21
Advising guests on using equipment	21
Reporting equipment malfunctions	23
Check your understanding	27
Assessment workbook	29
Unit information	31
What is competency-based assessment?.....	32
How will my competency be assessed?.....	33
Assessment agreement	34
Foundation skills checklist.....	35
Skills recognition.....	36
Topic 1: Respond to housekeeping requests.....	37
Topic 2: Advise guests on room and housekeeping equipment	38
Knowledge questions	39
Topic 1: Respond to housekeeping requests.....	40
Topic 2: Advise guests on room and housekeeping equipment	49
Performance tasks.....	54
Third party evidence collection agreement	55
Topic 1: Respond to housekeeping requests.....	56
Topic 2: Advise guests on room and housekeeping equipment	60
Completion record.....	61
Unit mapping and assessment checklist	62
Trainer/ assessor user instructions.....	64

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Respond to housekeeping requests
- » Advise guests on room and housekeeping equipment

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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